



CITY OF

**EAU  
CLAIRE**

## **EAU CLAIRE READY-TO-RENT CERTIFICATION**

### **READY TO RENT CERTIFICATION**

The goal of the Eau Claire Landlord Support Program (EC-LSP) is to help our clients become successful long-term tenants. *Successful Tenants = Successful Landlords*. To that end, the EC-LSP offers free specialized training to educate and support potential tenants about the expectations and responsibilities that come with being a good tenant.

The pilot “Ready to Rent” program (RTR) will be offered at least twice per quarter. Clients who satisfy the RTR participation requirements will be awarded a *Ready to Rent Certificate* upon completion.

### **Faculty**

The EC-LSP has enlisted the services of Jenny Chaput who has over 20 years of experience in government and non-profit agencies supporting diverse populations of tenants experiencing housing insecurity. This insecurity is the result of rental barriers including but not limited to insufficient income and/or credit history, criminal history, and evictions. Most recently, Jenny is building and managing a Housing Program in coordination with United Cerebral Palsy of West Central Wisconsin (UCP). Jenny is an effective, solution-focused liaison between case managers, tenants and rental property owners/managers.

### **Curriculum**

The RTR curriculum, delivered in four 90-minute sessions, includes (but is not limited to):

- Being a good neighbor
- Tenant rights and responsibilities; tenant-landlord laws; reasonable accommodations
- Compliance with Fire and Health Department codes
- Financial counseling
- Available benefits and supports (e.g., case management, energy assistance)

- Compliance with local laws and behaviors/activities that can jeopardize housing
- City and County resources

The first RTR training sessions are planned for the L.E. Phillips Memorial Library or UCP office and are limited to 8 participants per session.

### **RTR Program Evaluation**

To measure program success and pursue ongoing quality improvement, the EC-LSP will gather feedback from participants and landlords on a regular basis, as well as track tenancy progress, and make program adjustments as needed.